

Farfuglaheimilin í Reykjavík

REYKJAVÍK HOSTELS



Affordable Iceland



Check out our
website at
www.hostel.is

2011 - 2012 Manual

City Hostel

Sundlaugavegur 34, 105 Reykjavík

Downtown Hostel

Vesturgata 17, 101 Reykjavík





Reykjavik, september 2011

Dear guests and colleagues

Our team looks forward to welcoming you to the beautiful city of Reykjavík.

In an ongoing effort through our Mission to provide a quality and sustainable travel experience for all, it gives me pleasure to welcome you at our 2 Reykjavik Hostels - Reykjavik City Hostel and Reykjavik Downtown Hostel - where we provide the highest standards in budget accommodation, always striving to meet and exceed your expectations by providing you with quality products and services.

Both Reykjavík Hostels are certified eco friendly hostels as recognized through Swan, Nordic Ecolabel. The City Hostel in Laugardalur continues to be the perfect base for all guests, especially groups of any size; with large common area and many recreational opportunities in Laugardalur, the green heart of the City. The opening of our new Downtown Hostel at Vesturgata 17 has been a success; it has firmly established itself as one of the most highly recommended HI hostels in the world, according our guests. Nestled in a beautifully renovated building in Reykjavík's old town, it is ideally situated for those wishing to stay downtown while exploring everything that the bustling little center has to offer.

It is our goal to source economic and creative solutions so that we may offer you excellent services at competitive prices. We believe Hostels should always be clean, safe and a welcoming environment. As our guests, you can rest assured knowing that we have the important things covered.



Sigríður Ólafsdóttir

Hostel manager

sirra@hostel.is



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At full capacity RCH has 180 beds comfortably distributed among 42 rooms while RDH offers 68 beds among 19 rooms.

Facilities and services

	Reykjavík City Hostel	Reykjavík Downtown Hostel	
Open 24 hours, all year	yes	yes	
Keycard access	yes	yes	no curfew
Onsite café	yes	yes	
Breakfast buffet	yes	yes	early breakfast for groups available by request
Take out Lunch boxes	yes	yes	available for morning take-out
Guest kitchens	3	1	
Self service Laundry	yes	yes	
Luggage storage facility	yes	yes	Long term storages available by request
Lockers	yes	yes	free in all dorms with private bathroom
Internet & WiFi access	yes	yes	Free Wi-Fi (internet kiosk free at RDH ONLY)
BBQ & Terrace area	yes	no	
Meeting room	yes	no	equipped for maximum of 30 people
Event calender	yes	no	
Linen & Towel rental	yes	yes	(optional)
Hair dryer rental	yes	yes	(optional)
Book exchange	yes	yes	
Card Phones	yes	yes	
Car & Bike Rental	yes	yes	good deals on cars; Mountain bikes for rent all year
Free Parking	yes	no	metered parking in front of RDH
Tours Desk	yes	yes	
Flybus pickup/dropoff	yes	yes	available by request
Free pick up for tours	yes	yes	Buses for sightseeing tours stop in front of Hostels
Public Bus near by	#14	no	RDH close to Lækjartorg bus stop



Reykjavík City Hostel - We specialize in groups

We care for guest privacy

- In the Hostel there are 5 wings/corridors. We do our best to keep groups within the same corridor or at least close to each other.
- Group leaders are given private rooms preferably next to their group.
- For group meetings and events we provide a fully equipped conference room for up to 30 people. Including: whiteboards, overhead projector, TV and video, slide-projector, DVD player, maps, etc.
- The Hostel has 3 guest-kitchens. Two for 15-20 people and one of them is big enough for a group of 40 people to work and sit. There will be occasions when groups need to share the kitchen facilities with others; Different group leaders will need to cooperate on scheduling meal times and clean-up responsibilities.

We care for guest security

- The reception desk is open from 8:00 to midnight.
- The front door is locked from midnight until morning but you are able to use your valid key card to get in during this time. If you have problems with your card, you can ring for the night porter from the entrance hall. He will contact the group leaders if anything comes up with their group during the night. Group leaders can also contact him for emergencies.
- The key card system of the Hostel makes things safe and easy. One key card is provided for each guest. He or she is responsible for the card. The card gives you access to the corridor, the main door and your room and has been programmed to be valid for only your period of stay. Group leaders can however have access to all corridors and rooms of their group.
- There is a room to store your luggage. Valuables can be stored in individual lockers.
- The house is a smoke-free area.

We want guests to enjoy themselves

- In the area (within walking distance) are all kinds of sports facilities: basketball courts, soccer fields, swimming pool, a skating hall, running tracks, gym, etc.
- Iceland's biggest geothermal swimming pool is right next door. In January 2004 it reopened with new facilities and became the biggest indoor swimming, gym and spa complex in Iceland.
- In the Hostel you will find: Table tennis, board games, footballs, videos, mostly Icelandic films with English subtitles, satellite TV, etc.
- We organize regular cinema evenings and social nights at the Hostel.
- Our brilliant team at the reception will provide information about the many activities available for your group.



Educational lectures

All groups which book and stay at the Reykjavík City Hostel are offered educational lectures for extra fee. They take place at the Hostel and are a perfect opportunity to ask all the silly questions, get inside stories and viewpoints from a native and enrich the group's experience of the country.

Leaders:	Trained experts
Language:	English
Location:	A lecture hall at the Hostel which fits up to 40 people
Duration:	1 hours

The presentations are aimed at young people of all ages. The lectures include visual support and are structured to provide time for discussions during and after the lecture. The leader will be able to connect to the student's background, this will facilitate an enjoyable and entertaining education.

- **A crash course on Iceland and its people**

The presentation is made up of a few different components and touches on a few of the key factors that make Iceland a special place.

- Icelandic nature, geology and human geography
- Outline of the history of the nation, from settlement to modern times
- Icelandic language
- Cultural heritage; literature, myths and beliefs
- Modern life in Iceland; major industries, arts, education system, geothermal power, national identity and relations with other countries

- **A crash course on the Icelandic language**

An introduction to the language, where we will do our best to tailor the lecture to your group's background in languages so the students can relate to what they already know to add to their knowledge and interest in languages. The lecture touches on the main characteristics of the language.

- History and development of the language
- Neologism
- Language policy
- The Icelandic naming system
- Basic grammar
- Basic vocabulary is introduced and you can test your new language skills and pronunciation

We request that you book your presentation at least 2 weeks prior to arrival



Breakfast, Lunch Boxes, Dinners

Our breakfast buffet contains the following:

- Freshly baked bread; Wholegrain and white toast bread, crispbread
- white cheese, ham,
- vegetables, jam, and marmalade
- organic Icelandic yogurt
- organic Icelandic grains
- muesli, corn flakes, raisins, brown and raw sugar
- organic tea and honey, milk and 2 types of juice
- coffee, tea

Breakfast is served 7:00 – 9:30. Due to early departure groups can get an early breakfast.

Lunch Boxes

Groups and individuals can order lunch boxes at the hostel. Orders must be placed with at least one day of notice. Please inform us of any special needs: allergy/vegetarians etc.

The lunch boxes contain the following

- big wheat sandwich with salad, 3 sorts of vegetable, cheese, ham vegetable dressing
- organic yogurt /skyr (Icelandic dairy product)
- fruit juice 250 ml
- biscuit bar
- fruit (apple/orange/banana)

Only at Reykjavik City Hostel

Dinners - let us arrange dinners for your group

Dinners must be booked through the Booking Office with at least 2 weeks notice.

Please feel free to inquire about having a BBQ at the terrace for your group. This can be arranged even during the winter months.

We can assist in getting group rates at our neighbourhood restaurants. Let us know what you are looking for (pizza, asian, international buffet...) so we can do our best to assist you. Group rate dinners must be booked through the booking office.



Dear Group leader

In order to make your stay at the Reykjavik Hostels as pleasant as possible we kindly ask you to familiarize yourself with the following information. Please pass the necessary information on to the members of your group.

The hours

- The hostel reception is open from 8:00 - 24:00
- The lobby door is open from 7:00 – 24:00. During the night you can use your keycard to enter.
- In case of a problem with the keycard ring the doorbell to get in contact with the night receptionist.
- Breakfast is served between 7:00/7:30 – 9:30/10:00.
- Early breakfast can be arranged if needed. Please make the arrangements with the reception the day before.

House rules and safety

- One keycard is provided for each guest. Please be sure to take the keycard with you when leaving the room.
- The key is also valid for the front door during the night and the guest kitchen.
- Smoking is not allowed anywhere in the building or the guest kitchen.
- Causing the fire alarm to be set off for any reason will result in a fine.
- The rooms will be checked daily and cleaned every second day unless specified otherwise.
- We expect to find all waste in waste bins and reasonable conditions in the rooms to be able to move around and clean.
- Be considerate to other guests and respect the resting hours, especially after 23:00.
- Please Follow the instructions in the guest kitchen on how to store your food and clean up.

When departing

- Group leaders are expected to inspect all the rooms before departure and report to the reception if there is anything broken or out of order. The receptionist can accompany you when you check the rooms.
- Used bed linen should be returned into the hampers located in the stairwell on each floor.
- Please return all the keycards to the reception.

General information

- You are welcome to use the guest kitchen. The kitchens are open for all our guests so we ask you to be considerate and clean up after yourselves.
- At the reception we can help you to book excursions and provide you with information on what ever you might need to know to make your stay in Iceland more enjoyable.
- Free Wi-Fi and Internet access is available in the common area.
- Washing machines and a dryers as well as drying facilities are available for guest use.
- There are lockers in all dormitories with private bathroom
- You can rent/buy; hairdryers, alarm clocks and towels etc. at the reception.

We trust the group leaders to maintain discipline and to make sure that all members of the group follow these few simple rules during the stay at the hostel. If something is not clear please ask at the reception.

Sigríður Ólafsdóttir, hostel manager.

We would like to point out to you that you are staying at a green hostel and we ask you to respect the sorting procedures in the hostels. Bins for cans and bottles are located in every hallway and common area. Other waste can be sorted at the coffee bar and in the guest kitchen. All chemicals used for cleaning, toilet paper, hand towels and hand soap carry the Swan eco label or the Eu. flower eco label. Please don't leave the lights on or let the water run unnecessarily.

Booking Procedure

We strongly advise you to book early to ensure you have access to the facilities and the services you wish for. You can book a group by sending an email to reykjavik@hostel.is. To help us assist you better we kindly ask you to include the following information about your group booking.

- Name of the group, age, total number of passengers and number of teachers/group leaders.
- What kind of roomtypes?
- Do they want breakfast and/or lunchboxes? If so, which days?
- Do they need bed linen and/or towels?
- Do they want us to arrange for them a Educational Program during their stay?
- Do they want us to arrange Dinners for them?
- Do they need us to arrange Transport to and from the airport?
- Do they wish to book an excursion with our help?
- When is the approximate arrival time at the hostel.
- Any special arrangements or wishes, e.g. special food needs, that we should be aware of?

The list of participants, including total number and gender of both group leaders and students/group, must be sent to us no later than 6 weeks before arrival.

We will confirm your bookings at the very earliest, at least within 2 working days.

Terms of payments

We reserve the right to take a 30% deposit to confirm the reservation. We also reserve the right to request full payment no later than 4 weeks before arrival.

Vouchers

Travel agents, that have an agreement with Hostelling International Iceland use their own vouchers. Please note that it is very important that all confirmed services are clearly stated on the vouchers (e.g. dinner plan, bedlinen, transfers, excursion).

Cancellation policy for individuals and groups

Cancellations are required in writing and we must be notified as soon as possible.

If a cancellation is received less than 4 weeks before arrival, we have the following cancellation policy.

- 4-2 weeks before arrival we will refund 70%.
- 2-1 weeks before arrival we will refund 30%.
- With less than one week before arrival no refund will be given.